

## General

### Title

Cancer patient experience: percentage of patients who reported whether they experienced excellent communication from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Communication Measurement Tool.

### Source(s)

NHS Scotland, Scottish Cancer Taskforce, National Cancer Quality Steering Group. Cancer patient experience quality performance indicators. Edinburgh (Scotland): Healthcare Improvement Scotland; 2013 Dec. 33 p.

## Measure Domain

### Primary Measure Domain

Clinical Quality Measures: Patient Experience

### Secondary Measure Domain

Does not apply to this measure

## Brief Abstract

### Description

This measure is used to assess the percentage of patients who reported whether ("Strongly Agree," "Agree," "Disagree," "Strongly Disagree") they experienced excellent communication from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Communication Measurement Tool.

Cancer services can demonstrate through the application of the QPI measurement tool that their patients have experienced excellent communication as defined by the following indicators:

The health care professional(s):

- Introduced themselves to the patient.
- Helped the patient understand their condition and treatment.
- Gave them consistent information about their condition.
- From the hospital and the patients general practitioner (GP) had a common understanding of the patient's condition and treatment plans so that the patient has no need to repeat themselves.
- Were open and honest.

- Discussed information in a sensitive manner.

The patient(s):

- Felt comfortable to talk about things that mattered to them, e.g., money or work concerns, emotional things.
- Was/were told everything they wanted to know about their condition and treatment.
- Worries and fears or concerns were listened to.
- Was given advice on ways to manage and live with their condition at home.
- Had questions answered in a way in which they could understand.
- Had enough time with the health care professional.
- Knew who to contact if they had further questions.
- Family member, carer or friends were involved in the discussions with the health care professional as much as the patient wanted them to be.

Note from the National Quality Measures Clearinghouse: This measure is part of the QPIs collection. For more information, including a complete list of QPI measure sets, please visit the [Healthcare Improvement Scotland Web site](#).

## Rationale

Healthcare professionals should be given training to overcome the specific challenges around communication with people with cancer, their carers and other professionals (Scottish Intercollegiate Guidelines Network [SIGN], "Control," 2008). Healthcare professionals in cancer should be trained in communication skills (SIGN, "Management," 2008).

Practitioners behave in a way that demonstrates person centred care, seeing "the patient as an individual, and developing an understanding of how the condition affects the person, and the person's circumstances and experiences affect their condition and treatment" (National Institute for Health and Care Excellence [NICE], 2011).

Patients are "treated with respect, kindness, dignity, compassion, understanding and honesty" (NICE, 2011).

Practitioners ensure the patient has heard and retained information they have given "by reviewing the patient's knowledge, understanding and concerns about their condition and treatments, and their view of their need for treatment, at intervals agreed with them, because these may change over time. Offer repeat and review information to the patient, especially when treating a long-term condition" (NICE, 2011).

Practitioners ensure that "discussions are held using a style that allows the patient to express their personal needs and preferences for care, treatment and management" (NICE, 2011).

"Practitioners give the patient opportunities to give feedback about their care, using different formats, and respond to any feedback given" (NICE, 2011).

"All members of the healthcare team should have a demonstrated competency in relevant communication skills" (NICE, 2011).

"Patients appreciate good communication in terms of having time for discussions and to raise questions as well as having those questions answered" (NHS Scotland, 2012).

## Evidence for Rationale

National Institute for Health and Care Excellence (NICE). Patient experience in adult NHS services: improving the experience of care for people using adult NHS services, draft quality standard. London (UK): National Institute for Health and Care Excellence (NICE); 2011 Jun. 25 p.

NHS Scotland, Scottish Cancer Taskforce, National Cancer Quality Steering Group. Cancer patient experience quality performance indicators. Edinburgh (Scotland): Healthcare Improvement Scotland; 2013 Dec. 33 p.

NHS Scotland. Better together cancer care: key findings from the west of Scotland cancer patient experience pilot. Edinburgh (Scotland): NHS Scotland; 2012 Mar.

Scottish Intercollegiate Guidelines Network (SIGN). Control of pain in adults with cancer. A national clinical guideline. Edinburgh (Scotland): Scottish Intercollegiate Guidelines Network (SIGN); 2008 Nov. 71 p. (SIGN publication; no. 106). [264 references]

Scottish Intercollegiate Guidelines Network (SIGN). Management of cervical cancer. A national clinical guideline. Edinburgh (Scotland): Scottish Intercollegiate Guidelines Network (SIGN); 2008 Jan. 73 p. (SIGN publication; no. 99). [254 references]

## Primary Health Components

Cancer; patient experience; communication

## Denominator Description

Cancer patients who responded to the Cancer Quality Performance Indicator (QPI) Communication Measurement Tool

## Numerator Description

Number of patients who reported whether ("Strongly Agree," "Agree," "Disagree," "Strongly Disagree") they experienced excellent communication from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Communication Measurement Tool

## Evidence Supporting the Measure

### Type of Evidence Supporting the Criterion of Quality for the Measure

A clinical practice guideline or other peer-reviewed synthesis of the clinical research evidence

A formal consensus procedure, involving experts in relevant clinical, methodological, public health and organizational sciences

### Additional Information Supporting Need for the Measure

Unspecified

## Extent of Measure Testing

The collection of data is piloted on a small number of patient records using a paper data collection form produced by the Information Services Division (ISD). The aim is to identify any anomalies or difficulties with data collection prior to full implementation. At least one NHS board in each Regional Cancer Network participates in the pilot.

## Evidence for Extent of Measure Testing

NHS Scotland. National cancer quality performance indicators: overview of development process. Edinburgh (Scotland): NHS Scotland; 2012 Dec. 7 p.

## State of Use of the Measure

### State of Use

Current routine use

## Current Use

not defined yet

## Application of the Measure in its Current Use

### Measurement Setting

Ambulatory/Office-based Care

Ambulatory Procedure/Imaging Center

Hospital Inpatient

Hospital Outpatient

### Professionals Involved in Delivery of Health Services

not defined yet

### Least Aggregated Level of Services Delivery Addressed

Single Health Care Delivery or Public Health Organizations

### Statement of Acceptable Minimum Sample Size

Unspecified

### Target Population Age

Unspecified

### Target Population Gender

Either male or female

## National Strategy for Quality Improvement in Health Care

### National Quality Strategy Aim

Better Care

### National Quality Strategy Priority

Person- and Family-centered Care

## Institute of Medicine (IOM) National Health Care Quality Report

## Categories

### IOM Care Need

Living with Illness

### IOM Domain

Patient-centeredness

## Data Collection for the Measure

### Case Finding Period

Unspecified

### Denominator Sampling Frame

Patients associated with provider

### Denominator (Index) Event or Characteristic

Clinical Condition

### Denominator Time Window

not defined yet

### Denominator Inclusions/Exclusions

#### Inclusions

Cancer patients who responded to the Cancer Quality Performance Indicator (QPI) Communication Measurement Tool

#### Exclusions

Unspecified

### Exclusions/Exceptions

not defined yet

### Numerator Inclusions/Exclusions

#### Inclusions

Number of patients who reported whether ("Strongly Agree," "Agree," "Disagree," "Strongly Disagree") they experienced excellent communication from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Communication Measurement Tool

#### Exclusions

Unspecified

## Numerator Search Strategy

Fixed time period or point in time

## Data Source

Patient/Individual survey

## Type of Health State

Does not apply to this measure

## Instruments Used and/or Associated with the Measure

QPI 1 – Communication Measurement Tool

## Computation of the Measure

### Measure Specifies Disaggregation

Does not apply to this measure

## Scoring

Rate/Proportion

## Interpretation of Score

Desired value is a higher score

## Allowance for Patient or Population Factors

not defined yet

## Standard of Comparison

not defined yet

## Identifying Information

### Original Title

QPI 1 – communication.

### Measure Collection Name

## Measure Set Name

Cancer Patient Experience

## Submitter

NHS Scotland - National Government Agency [Non-U.S.]

Scottish Cancer Taskforce - National Government Agency [Non-U.S.]

## Developer

NHS Scotland - National Government Agency [Non-U.S.]

Scottish Cancer Taskforce - National Government Agency [Non-U.S.]

## Funding Source(s)

Scottish Government

## Composition of the Group that Developed the Measure

Cancer Patient Experience QPI Development Group

## Financial Disclosures/Other Potential Conflicts of Interest

Unspecified

## Adaptation

This measure was not adapted from another source.

## Date of Most Current Version in NQMC

2013 Dec

## Measure Maintenance

The Cancer Quality Performance Indicators (QPIs) will be kept under regular review and be responsive to changes in clinical practice and emerging evidence.

## Date of Next Anticipated Revision

Unspecified

## Measure Status

This is the current release of the measure.

## Measure Availability

Source document available from the [Healthcare Improvement Scotland Web site](#) .

For more information, contact the Healthcare Improvement Scotland at Gyle Square, 1 South Gyle Crescent, Edinburgh, Scotland EH12 9EB; Phone: 0131 623 4300; E-mail: [comments.his@nhs.net](mailto:comments.his@nhs.net); Web site: [www.healthcareimprovementscotland.org/](http://www.healthcareimprovementscotland.org/) .

## Companion Documents

The following is available:

- NHS Scotland. National cancer quality performance indicators: overview of development process. Edinburgh (Scotland): NHS Scotland; 2012 Dec. 7 p. This document is available from the [Healthcare Improvement Scotland Web site](#) .

## NQMC Status

This NQMC summary was completed by ECRI Institute on May 18, 2017.

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## Production

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